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## To: Dental Providers

### RE: Dental Services Displayed on the Medicaid Web Portal

The way information is displayed on the Medicaid Web Portal for dental services previously performed for a Medicaid patient has changed. As of February 25, 2008, the date of the last dental screening (procedure codes D0120, D0140-D0150) is displayed in the EPSDT Screening Dates section of the Eligibility Verification Request Screen.

| EPSDT Screening Dates  |                     |
|------------------------|---------------------|
| Screening Description  | Last Screening Date |
| Last Medical Screening | 08/10/2001          |
| Last Dental Screening  | 06/06/2005          |
| Last Hearing Screening | 05/06/2004          |
| Last Vision Screening  | 05/06/2004          |

The Benefit Limit section also displays payment information for a dental exam, x-ray, prophylaxis, fluoride, or space maintainer for the calendar year of the time period entered on the request. However, the name of the last servicing provider and date of service is no longer displayed for each procedure code.

Providers needing to verify more than the last oral exam date may submit requests to the Alabama Medicaid Dental Program in the interim until a change can be made to the Web Portal screens. The request should include the recipient name, Medicaid number, service date and method for receipt of completed information (fax, email, or phone call). To expedite your request, please submit a list of patients as opposed to single requests. If possible, please request this information at least two days in advance of the appointment date. Medicaid will return the requested information within 4 working hours of receipt of the submitted request. Providers should continue to verify Medicaid eligibility prior to sending requests for service verification.

FAX: 334-353-5027

Email: [dental@medicaid.alabama.gov](mailto:dental@medicaid.alabama.gov)

Phone: 334-353-5533

The Provider Assistance Center at 1-800-688-7989 will continue to provide detailed information about the services previously provided as well as other billing questions.